



GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST – SEPTEMBER 2012 SUPPLEMENT

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™ at <http://www.GSAAdvantage.gov>

MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS) CATALOG

FSC Group:	Industrial Group 874	Contractor's Name:	The Cumberland Group, Inc.
FSC Class:	8742, Management Consulting Services	Address:	P.O. Box 46927 Cincinnati, OH 45246
Contract Number:	GS-23F-9766H	Phone Numbers:	513/777-2800
Contract Period:	October 1, 1997 to September 30, 2017	Email:	Mike.Guibord@TheCumberlandGroup.com or CumberlandGroup@aol.com
Business Size:	Small Business		
Socio Economic:	Veteran Owned		

For more information on ordering from Federal Supply Schedules visit <http://www.fss.gsa.gov>
Prices shown herein are net (discount deducted) and inclusive of the 0.75% Industrial Funding Fee

CUSTOMER INFORMATION

- 1a. Awarded Special Item Numbers:
 - SIN 874-1 Integrated Consulting Services Page 3
 - SIN 874-4 Training Services Pages 4-5
 - SIN 874-5 Ancillary Supplies and/or Services Page 6
- 1b. Lowest Priced Model Number, Lowest Unit Price N/A
2. Maximum Order Limitation \$1,000,000.00
3. Minimum Order \$100.00
4. Geographic Coverage Worldwide
5. Point of Production Cincinnati, Hamilton County, Ohio
6. Discount From List Prices, Statement of Net Price See General Information
7. Quantity Discounts See General Information
8. Prompt Payment Terms 1/10, Net 30 Days
9. Government Commercial Credit Card VISA, MasterCard Accepted
10. Foreign Items None
- 11a. Time of Delivery Negotiated Per Order, Subject to Availability of Instructor
- 11b. Expedited Delivery Items Items available for expedited delivery are noted in this price list
- 11c. Overnight and Two-Day Delivery Available, See General Information
- 11d. Urgent Requirements Available, See General Information
12. F.O.B. Points Destination (SIN 874-5)
13. Ordering Address The Cumberland Group, P.O. Box 46927, Cincinnati, OH 45246
14. Payment Address The Cumberland Group, P.O. Box 46927, Cincinnati, OH 45246
- 15-24. N/A
25. Data Universal Number System 18-819-6661
26. Central Contractor Registration The Cumberland Group is registered in the CCR database
27. Uncompensated Overtime Applicable, See General Information



ABOUT THE CUMBERLAND GROUP

The Cumberland Group was formed in 1981 to help Armco, Inc. cope with simultaneous market chaos in its steel, oil field, fabrication, and insurance businesses. As Cumberland developed and refined the Quality-Plus concepts with a focus on partnering with customers and suppliers, a number of good customers recognized the improvements at Armco and asked for help in their own internal improvement processes. As a result, The Cumberland Group was restructured as a stand-alone subsidiary.

In 1988, a group of its principals purchased The Cumberland Group. Since then, Cumberland has operated from Cincinnati, Ohio. Cumberland's principals and associates represent virtually all business disciplines, with experience levels ranging from the executive office to the production line, in public and private sectors, in service as well as manufacturing organizations.

At Cumberland, we are business people who have lived what we teach. We know that partnering with our customers represents the sure route to excellence. We personally commit to our customers' success. Our integrated approach reaches out to every corner of the organization. We involve ourselves to make a change work, rather than merely advise, observe or audit. We show that continually improving products, services, processes, and relationships in ways that excite and involve your customers assures success in world markets.

The Cumberland Group is headquartered in Cincinnati, Ohio, with offices in Houston; Charlotte; Chicago; and Washington, D.C.

ABOUT THE CUMBERLAND GROUP'S SERVICES AND TRAINING

Over the last 25 plus years, The Cumberland Group has supported both government and commercial agencies that were intent upon implementing and/or continuing management, organizational, and business improvement efforts. Cumberland provides consultation services (SIN 1), facilitation services (SIN 2), survey services (SIN 3), training services (SIN 4), and develops and utilizes the necessary support products (SIN 5) for each of these activities. Cumberland's products and services support the system-wide model of management excellence and perform-

ance improvement embodied in the Malcolm Baldrige National Quality Award and the President's Award for Quality.

The following pages describe how Cumberland's currently existing products, services, and experienced personnel can provide government agencies the required support to allow them to improve the quality, timeliness, and efficiency of their products and services and interactions with their customers.

PRICING INFORMATION

Labor Categories	Fees	
Principal/Expert Consultant	\$187.03 per hour	\$1,496.25 per day
Consultant	\$118.45 per hour	\$947.62 per day
Administrative Support	\$28.43 per hour	\$227.43 per day

SCA Matrix

SCA Eligible Labor Category	SCA Equivalent Code	Wage Determination Number
Administrative Support	01020	05-2413

The Service Contract Act (SCA) is applicable to this contract and it includes a SCA applicable labor category. The price for the identified SCA labor category is based on the U.S. Department of Labor WD Number identified in the SCA matrix. The price offered is based on the preponderance of where work is performed and should the Contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

Training Courses	Price for minimum number of participants (6)	Price for each additional participant (24 max)
.5 day	\$1,107.22	\$59.85
1 day	\$1,855.35	\$59.85
2 days	\$3,351.60	\$59.85
3 days	\$4,847.85	\$59.85
4 days	\$6,344.10	\$59.85

LABOR CATEGORY DESCRIPTIONS

Category	Minimum Education Requirement	Minimum Experience Requirement
Principal/Expert Consultant – Fifteen years of directly related business/industry experience including consulting/facilitating/training roles in successful organization and/or business improvement initiatives. Personnel in this category have demonstrated the ability to analyze and understand highly complex management, organizational, and business process problems. They have a proven record of developing strategies and actions to assist clients solve those problems and/or improve organizational performance.	Bachelors Degree with a strong preference for a Masters Degree	15 years
Consultant – Nine years of directly related business/industry experience including consulting/facilitating/training roles in successful organizational and/or business improvement initiatives. Personnel in this category have demonstrated the ability to analyze and understand management, organizational and business process problems. They are well versed in improvement strategies and actions.	Bachelors Degree and 5 years experience or 10 years organizational / business improvement / training experience	5 years
Administrative Support – Two years of experience using word processing, design or graphics software, and the ability to use e-mail for correspondence and electronic data transfer. Individual is able to work with little or no supervision.	Qualifications include at least a high school diploma and related technical training	2 years

CONSULTATION SERVICES

The Cumberland Group provides expert advice, assistance, guidance, and/or counseling in support of management, organizational and business improvement efforts.

Conflict Mediation Services This service provides consulting and facilitation in resolving conflicts whereby a neutral third part assists parties in finding their own mutually acceptable solutions. In mediation, the parties remain in control of the process, jointly seeking the best outcomes for everyone concerned.

FACILITATION SERVICES

The Cumberland Group provides facilitation and related decision support services to organizations engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams. Cumberland assists/facilitates groups in problem solving; defining objectives and agendas; convening large and

small group interactions; resolving disputes, disagreements, and divergent views; focusing discussions, decision making, action planning; assigning responsibilities and due dates; and recording minutes.

SURVEY SERVICES

The Cumberland Group provides expert consultation, assistance, and deliverables associated with survey development and reli-

ability testing, sampling, survey administration, database administration, analysis of survey data, and report preparation.

Organizational Assessments This service *identifies* current practices, attitudes, and activities existing within organizations that are indicative of the organization's "climate." It *collects* real life, real time data from the organization to determine how well current efforts are integrated. This service *clarifies* strategic direction and needs of the organization so that priorities and direction of the leadership group can be linked into all parts of the organization. It *determines* how current business systems and practices are affecting the organization's success, and it *establishes* a baseline for measuring progress. This product is highly tailorable to all types of organizations and agencies as it has been tailored and utilized in government, commercial, and industrial enterprises providing goods and services to their customers. The following surveys are available: Quality Survey; President's Award For Quality Survey; Malcolm Baldrige Criteria Survey; Organizational Climate Survey; Customer Survey.

TRAINING SERVICES

The Cumberland Group provides customized training and/or off-the-shelf training packages tailored to meet a specific organization's needs. Cumberland's customization of off-the-shelf training will include, but not be limited to: workbooks, training

manuals, slides, videotapes, overhead transparencies, advanced presentation media, and state-of-the-art computer-based training as required. Brief descriptions of The Cumberland Group's currently existing products and services follow:

Leadership Planning

Leadership/Management Workshop This two- to four-day workshop builds on an individual's management skills and knowledge and provides methods necessary to lead effectively. Supports SIN 874-4.

Leadership Transition Workshop This workshop, available in one-, two-, and three-day-formats, provides a straightforward and productive process for maximizing organizational effectiveness during the critically important transition from one leader to the next. Supports SIN 874-1 and SIN 874-4.

Organization-in-Transition Workshop This one- to three-day workshop provides a straightforward approach to maximizing organizational effectiveness during a reorganization or acquisition. Supports SIN 874-1 and SIN 874-4.

Performance Measurement Workshop The purpose of this half- to one-and-a-half-day workshop is to provide top management with an appropriate measurement system that fits with their organization's strategic thrusts and intended improvements. Supports SIN 874-1 and SIN 874-4.

Strategic Planning Workshop This two- to three-day workshop combines strategic planning with continuous improvement planning to bring about a "holistic plan" for an organization. It guides top management through the process of integrating contemporary management styles into the financial aspects of long range business planning. Supports SIN 874-1.

Vulnerability Analysis This three-quarter day workshop focuses senior management attention on the vulnerability of a business, project, or program. It involves the identification of business, project, or program underpinnings, along with the various threats that may damage those underpinnings. Supports SIN 874-1.

Architecture/Performance Improvement Structure

Total Quality Management Workshop This one- to five-day workshop presents Cumberland's organizational total quality management approach—a structured, organizational, continual improvement process that merges with functional business processes to become the "way we do things here." Supports SIN 874-1 and SIN 874-4.

Steering Committee Workshop This one- to two-day workshop accelerates organization-wide process and productivity improvement by increasing teamwork on the organization's leadership team. Supports SIN 874-1 and SIN 874-4.

Problem/Process Improvement

Benchmarking Workshop This half- to three-day workshop provides agency executives, managers, and key employees with information on the purpose, methods, and success factors for benchmarking with other organizations. Supports SIN 874-4.

Business Process Re-engineering Workshop This three- to four-day workshop presents a structured approach to eliminate high pain, high non-value-added activity in critical business processes. Participants are equipped with the knowledge, skills, and methods necessary to work as a team to document, analyze, develop, measure, and implement a re-engineered business process. Supports SIN 874-1 and SIN 874-4.

Conflict Resolution Workshop This two- to three-day workshop equips parties involved in conflict or intervening in conflict with the knowledge and skills needed to recognize, evaluate, and resolve conflicts in person-to-person as well as group situations. Participants build skills and practice in proven strategies that diffuse conflict and build relationships. Supports SIN 874-1.

Engineering Optimization This two- to three- day workshop improves the overall performance of a particular product or service process and provides a foundation for better products/services in the future. Supports SIN 874-1.

Process Improvement Team Training This three- to four-day event equips a Process Improvement Team with the knowledge, skills, and methodology to work effectively as a team and to document, analyze, develop, and implement improvements and measurement to a critical business process. Supports SIN 874-4.

Quality Function Deployment Workshop This three-day workshop focuses on improving overall effectiveness of the product/service development cycle, working rapidly and economically, and achieving optimum quality and customer satisfaction. Supports SIN 874-1 and SIN 874-4.

Statistical Process Control Workshop This half- to three-and-a-half-day workshop equips attendees with the tools necessary to identify the sources of variation within a process so that these variations can be reduced or eliminated, creating a foundation for better products and services in the future. Supports SIN 874–4.

Teambuilding

Customer/Supplier Teambuilding Training This two- to three-day event is designed to help build effective relationships, enhance existing customer/supplier relationships, remove or prevent barriers to effective interaction, and set the stage for creating more productive partnerships in the future. Supports SIN 874–1 and SIN 874–4.

Diversity Training This three-day event is designed to sensitize work groups, integrated product teams, and/or agency personnel to the practical and legal implications of working in a diversified work culture. Participants explore ways in which diversity can be harnessed for more satisfying and productive results. Supports SIN 874–1 and SIN 874–4.

Executive Teambuilding Workshop This two- to three- day workshop combines strategic planning with continuous improvement culture planning and executive teambuilding to bring about a “holistic plan” for the organization. Supports SIN 874–1 and SIN 874–4.

Integrated Product/Process Team (IPT) Workshop This one- to three-day workshop is designed to enhance relationships, build an understanding of the characteristics of effective teams, remove or prevent barriers to effective interaction, and set the stage for creating an effective team. Supports SIN 874–4.

Self-Managed Work Team Workshop This five-day workshop equips newly formed, self-managed work teams with the knowledge, skills, and methods necessary to exercise greater control, planning, and decision-making for their work processes and work results. Supports SIN 874–4.

Supplier Involvement Workshop This three-day event provides the procedure and techniques necessary to ensure product or service conformance, by the *supplier* to the agency’s requirements. Supports SIN 874–4.

Teambuilding Workshop This one- to three-day event is designed to enhance relationships, understand the characteristics of an effective team, remove or prevent barriers to effective interaction, and set the stage for creating an effective team. Supports SIN 874–1 and SIN 874–4.

Focused Skill Building

Coaching Skills Workshop This three-day workshop equips managers and supervisors with the knowledge, skills, and methods necessary to effectively identify coachable situations in their employees, identify the root causes for employees’ deficiencies, and be able to assist their employees in making positive change. Supports SIN 874–4.

Conflict Mediation Skills Workshop This three-day workshop provides attendees with the necessary skills to develop rapport with all parties involved in resolving a conflict; gain a deeper understanding of all aspects of the situation and each parties’ point of view, be able to move parties toward a mutually beneficial outcome of their design; and develop agreements that will have lasting success. Supports SIN 874–1.

Empowerment Workshop for Supervisors This one- to two-day workshop equips managers and supervisors with the knowledge, skills, and methods necessary to effectively create a climate of empowerment for those they supervise and to focus the resulting decision-making authority on serving customers better. Supports SIN 874–4.

Instructor Certification Courses These three-day courses are designed to transfer necessary skills and tools to organization instructors so they are able to deliver workshops specific to the improvement process. A core group of instructors are prepared and certified to be able to deliver the following courses: Manager Action Workshop, TQM Implementation Team Workshop, Work Group Leader Workshop, Corrective Action Team Leader/Facilitator Workshop, and Critical Process Team Workshop. Supports SIN 874–4.

Internal Facilitation Skills Workshop This two- to three-day workshop provides a step-by-step approach for facilitation within an organization, either as a formally designated facilitator or as a staff person who needs to be more effective without direct authority. Supports SIN 874–1.

Performance Measurement Workshop This two-day workshop for managers and supervisors provides information on role, example, and mechanics of measuring productivity, quality, and customer service in their organization. Supports SIN 874–1 and SIN 874–4.

Supervisor Skills Workshop This one to three-day workshop is designed to build on the first line supervisor’s knowledge and skills, and provide methods necessary to lead effectively. Supports SIN 874–4.

Team Leader and Facilitator Workshop This three- to four-day workshop provides participants with the knowledge, skills, and training aids necessary to lead or facilitate organization process improvement, problem solving, or short-lived project teams. Supports SIN 874–4.

SUPPORT SERVICES

Problem Solving Tools Handbook This handbook is a complete reference guide to 32 problem solving “tools” including “how-tos,” examples, and keys to proper selection and application of each tool. \$23.69 ea.

Assessment/Survey Instruments These instruments are designed to identify current practices, attitudes, and activities existing within your organization. Cumberland has survey instruments based on Malcolm Baldrige and President’s Quality Award criteria as well as our Quality Survey; Organizational Climate Survey; and Customer/Supplier Survey. Supports SIN 874-1.

# Instruments	Price
1–200	\$5.09 ea.
201–500	\$4.26 ea.
501 or more	\$1.90 ea.

Additional Copies of Workshop Materials Extra sets of the manuals, workbooks, handouts, instruments, etc. associated with SIN 874-1 and SIN 874-4 are available. \$71.07 ea.

GENERAL INFORMATION

- ◆ Training courses require a minimum of six participants and a maximum of 24 participants, with the exception of the Instructor Certification Courses, which will only accommodate a maximum of 12 participants.
- ◆ The Cumberland Group’s course day will be approximately 8 hours, but we realize that on some days, to finish important work, the course day may go beyond the normal eight-hour day.
- ◆ The items, prices, terms, and conditions in this catalog are identical to those accepted by the government. All discounts have been applied.
- ◆ Quantity/dollar volume discounts that are applicable to all SINs are offered in the amount of 5% for orders of \$250,000 to \$499,999.99; and 10% for order of \$500,000 or more. No aggregate discount is offered.
- ◆ All items are available for expedited delivery. To effect a faster delivery, contact a Cumberland representative for urgent requirements.
- ◆ Overnight and two-day delivery services are available. The customer should contact Cumberland for the applicable rate.
- ◆ Licensing fees are available, but GSA requires negotiation outside of the Federal Supply Schedule.
- ◆ Travel will be in compliance with the Joint Travel Regulations (JTR). Other direct costs will be reimbursed at cost.
- ◆ All Cumberland products and services are designed with the flexibility to be structured to meet your specific requirements. Decisions on the number of facilitators, agenda content and length and timing of each event are made by you, the client, based on your requirements and our recommendations.